

## United States Senate

October 31, 2019

Rhonda Johnson  
President  
AT&T California  
430 Bush Street  
San Francisco, CA 94108

Hans Vestberg  
Chief Executive Officer  
Verizon  
One Verizon Way

John Legere  
Chief Executive Officer  
T-Mobile  
3195 Zinfandel Drive  
Building G, Suite 2  
Rancho Cordova, CA 95670

Steve White  
President West Division, Comcast  
Comcast/Xfinity  
9401 E. Panorama Circle  
Centennial, CO 80112

Daniel McCarthy  
Chief Executive Officer  
Frontier Communications  
8224 Elk Grove Florin Road  
Sacramento, CA 95829

Dear Ms. Johnson, Mr. Vestberg, Mr. Legere, Mr. White, and Mr. McCarthy:

It has come to my attention that your lack of engagement and communication with the State of California and the California Governor's Office of Emergency Services (Cal OES) is endangering the health and safety of Californians. This is unacceptable.

Over the last two years, Californians have experienced the largest and most destructive wildfires in the state's history. Now, because of corporate negligence, misplaced priorities, and severe weather conditions exacerbated by climate change, millions of Californians are facing unprecedented power outages that can last days at a time.

In emergency situations, it is absolutely essential that all Californians have access to reliable communications. That need is elevated when electric utilities independently decide to shut off power to prevent sparking a devastating wildfire. While companies like PG&E must be held responsible for years of neglected maintenance, it is incumbent on cell service providers to mitigate impacts to communications equipment during power shutoffs. The Federal

Communications Commission (FCC) identified how critical it is for communications companies to prepare for this in a letter sent to five major wireless providers on September 12, 2019.

It is my understanding that you have been reporting service outages and network impacts to the FCC over the course of the recent Public Safety Power Shutoffs. However, that cooperation has not extended to Cal OES. As stated in the October 26, 2019 letter to you, from Cal OES:

“Any loss of communications capability will have a direct impact on the health and safety of Californians. Thus, it is imperative that you all collectively engage with Cal OES in a meaningful and good faith manner to manage the impacts of any disruption in communication capability.”

Any disruption to emergency communications is a public safety threat to my constituents and it is critical that you immediately respond to the letter sent by Cal OES.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Kamala D. Harris', with a horizontal line underneath.

Kamala D. Harris  
United States Senator